

1/3
FIG. 1

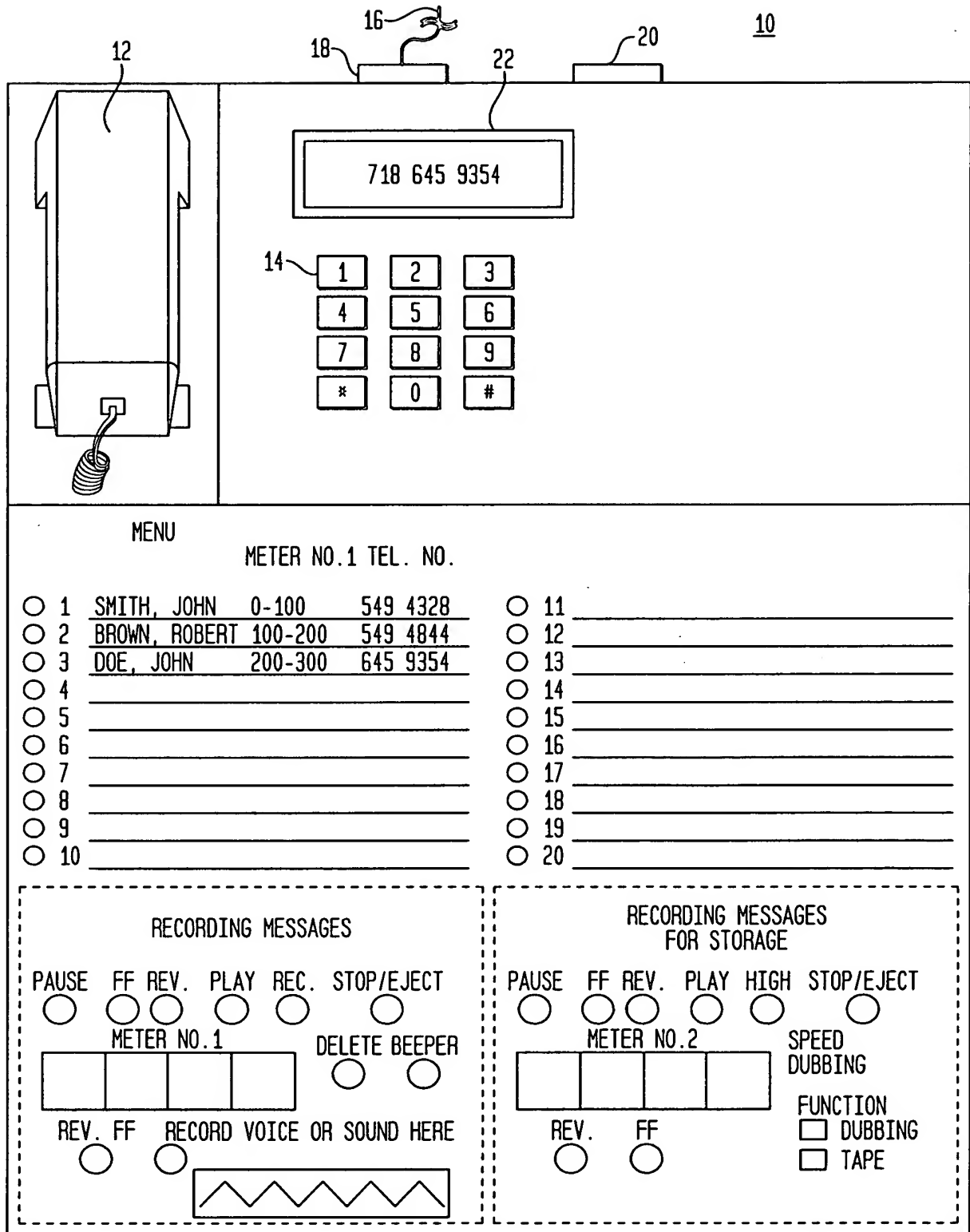


FIG. 2

DOE, JOHN	TELEPHONE NO. 645 9354	METER NO. 2 TAPE NO. 1
JUNE 5, 1999		
CALL WAS ABOUT-----		500-600
JUNE 10, 1999		
CALL WAS ABOUT		1500-1600

FIG. 3

<div> <div>0 0 0</div> <div> <input type="button" value="START"/> <input type="button" value="REVERSE"/> </div> <div></div> </div> <p>PRESS START AT BEGINNING OF CLIENT'S CALL.</p>	<div> <div>0 3 3</div> <div> <input type="button" value="START"/> <input type="button" value="REVERSE"/> </div> <div></div> </div> <p>END OF FIRST SECTION. CLIENT'S QUESTION OR REQUEST STATED. LASTS ONE MINUTE.</p>	<div> <div>0 6 6</div> <div> <input type="button" value="START"/> <input type="button" value="REV."/> </div> <div></div> </div> <p>END OF SECOND SECTION. PROF.'S ANSWER TO CLIENT'S QUESTION OR REQUEST. LASTS ONE MINUTE.</p>	<div> <div>1 0 0</div> <div> <input type="button" value="START"/> <input type="button" value="REV."/> </div> <div></div> </div> <p>END OF THIRD SECTION CLIENT'S RESPONSE TO INFORMATION GIVEN IN THE SECOND SECTION</p>
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FIG. 4

